

Person Specification Office Manager

The Futures Trust and Barr's Hill School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	School Business Manager
Grade	5 (pro rata salary £17,849 - £ 22,420 per annum)
Hours	37 per week term time only plus 1 week (39 weeks) a flexible approach to working hours is required including occasional work during evenings
Location	Based at Barr's Hill School

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> • Relevant level 4 qualification e.g higher apprenticeship, diploma, NVQ, HNC or equivalent • GCSE's grade C or above in English and Maths or equivalent 	<ul style="list-style-type: none"> • First Aid Qualification 	Application Form Certificates
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication skills; able to communicate effectively both verbally and in writing with a range of audiences • Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail • Strong interpersonal skills; able to liaise and work with internal and external stakeholders at all levels, and develop effective working relationships • Able to handle complaints and difficult situations in a patient, calm and effective way, and to demonstrate tact and empathy when dealing with sensitive issues 		Application Form Interview Written Test

Skills and Abilities Continued	<ul style="list-style-type: none"> • Proactive and responsive; able to anticipate needs and to plan work and the efficient and effective use of resources, adapting plans to meet needs • Able to lead, manage, motivate and develop colleagues, to deliver added value • Able to maintain the highest levels of confidentiality and data security • Professional personal presentation; able to represent the school and the Trust in a positive light at all times • Able to maintain accurate and organised electronic and hard copy filing systems • Able to quality assure and consistently produce high quality work, including accurate proof reading • Able to use a range of ICT systems to ensure the efficient and effective running of the school's administrative function • Can interpret and present written and numerical data in formats including spreadsheets, written reports and presentations • Able to work both as an effective team member, and independently using initiative to problem solve • Able to follow the school's safeguarding procedures and recognise when to report any concerns 		Application Form Interview Written Test
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Experience	<ul style="list-style-type: none"> • A minimum of 2 years' proven experience of successfully working in a customer focused administrative role • Utilising data to inform action planning to achieve outcomes and add value • Delivering customer satisfaction in accordance with agreed standards 	<ul style="list-style-type: none"> • Working in an education environment 	Application Form Interview
Knowledge and understanding	<ul style="list-style-type: none"> • A range of relevant ICT systems • Professionalism and the perceptions of others • How to implement and develop efficient and effective administrative systems • Data protection and confidentiality • Equality and diversity 	<ul style="list-style-type: none"> • Safeguarding practices in education settings 	Application Form Interview Written Test
Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress • Able to work flexibly, and to attend meetings and INSET 		Application Form Interview

Person specification reviewed by: **Bernard Peffers, School Business Manager**

Date: **August 2017**